



**Minutes of the Patient Participation Group Meeting
held on Tuesday, 13th December, 2011**

This meeting was chaired by David Lloyd as Graham Perry was unable to attend the meeting.

Prior to the meeting commencing, Michael introduced Tony Alexander, a hypnotherapist, who came as Michael's guest. Tony told us about the work he does which includes palliative care.

Present

David Lloyd, Christine Cartwright, Dorothy Lloyd, Claire-Louise Nixon, John West, Maureen Gladwin, Judith Westell, Allison Carlton, Sylvia Ellwood, Tony Alexander (guest), Michael Whitehand, Nigel Vaughan, Jane Hanlon, Dr Staten (GP), Fay Read and Angela Lovell.

Apologies

Graham Perry, John Neale, Sheila Dale, and Rosie Shunmoogum

Minutes of the PPG Meeting held on 8th November 2011

There was discussion regarding the omission of one item from the minutes, that of the election of a representative from Red House Surgery's PPG on to the Patient Forum which will provide patient representation to the Clinical Commissioning Group. After some discussion it was agreed that all existing members of the PPG should be involved and so Jane will contact PPG members regarding nominations. Dr Staten gave details of the importance of having PPG representation both at the forum and the CCG and he was therefore asked to write a paragraph to accompany the email. The minutes were then adopted as an accurate record of the meeting.

Matters Arising

Car Park

Jane informed us of progress regarding safer access and exit to and from the surgery car park by making this a one-way system. She has met with Steve Allen from Cox & Robinson, the pharmacy next door to the surgery and the proposal has been agreed in principle. A quotation for approximately £4,000 has been received for appropriate signage. The speed limit will be 5 mph. It is planned that thermal lines will be marked to guide drivers as they exit to the road so that they can avoid the raised kerb on the right hand side. It is hoped that this will go ahead with the chemist and surgery sharing the cost. This was well received.

Security in the surgery

Jane reported that the possibility of having CCTV cameras installed in the waiting rooms has been discussed.

Review of Action Points

Dates of future meetings

The dates of the next 3 Patient Participation Group (PPG) meetings were announced and they are as follows. (Please note the change in days of the week.)

MONDAY	9TH JANUARY 2012
TUESDAY	14TH FEBRUARY 2012 (Speaker)
WEDNESDAY	14TH MARCH 2012

A complete list of dates of both PPG meetings and Core Group meetings will be circulated.

Speaker for the PPG Meeting on 14th February, 2012

Judith confirmed that the speaker for the February meeting will be Pauline Jarvis from Action on Hearing Loss, Milton Keynes Sensory Services.

Walking Group

Judith updated the meeting on progress made regarding a possible Red House Surgery walking group. She reported that she has been in touch with Brenda Houghton who runs the walking group at the Whaddon Medical Centre and has been informed that to enable our group to be insured our walk leader would need to attend a walk leader's course which would be over 2 evenings. Our proposed walking group would then be insured. Judith will find out more information about the course from Vicky Clark from Walking for Health. It may be that until our walking group gets going those interested could participate in other walks. If interested please contact Judith on (01908) 502534. Jane mentioned that during the surgery's protected time slots Red House Surgery patients could park in the surgery car park. (AP Judith to give update.)

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Guest Speakers

David introduced the evening's guest speakers who were Gill Priest, Engagement and Membership Manager, Communications Department and Julie Goodman, Patient Experience Manager, both from MK Hospital Foundation Trust.

Gill and Julie encouraged engagement with the hospital and invited us to consider becoming members of the Trust.

(This can be done by completing the online membership form on their website, www.mkhospital.nhs.uk or completing a form entitled "You can make a difference" obtainable by emailing Foundation.members@mkhospital.nhs.uk or phoning (01908) 243300.

We were also told of the importance of completing patient exit surveys which are located by patients' bedsides prior to leaving the hospital.

They also mentioned that feedback from hospital users was very important and encouraged, whether it be compliments, comments, concerns or complaints so that the service can be improved where necessary and compliments passed on.

Gill and Julie left a number of leaflets with us the titles of which are:-

- “What do you think about Milton Keynes Hospital? Have Your Say”
- “Your Hospital – Become a Member. Shape Your Hospital”
- “Tell us your views”.

Following time for questions and answers, David thanked Gill and Julie for their much appreciated and very interesting informative talk.

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Report on the virtual-Patient Reference Group project (David Lloyd) 13th December 2011

Registration of v-PRG members

1. The registration survey has gone live via a link in the surgery website.
2. Jane and her team have sent messages inviting participation to 400+ people who gave their email addresses during the flu-jab sessions. The message directs people to the website and also gives them a direct link that will take them to the registration questionnaire.
3. Reception staff have been handing out invitations to join, and messages have been sent to everyone who has provided an email address.
4. So far 225 people have signed up.
5. The members appear to represent the people who need the services of the practice very well. However the sex ratio shows a bias there are not enough men. Also the age range is biased in that far too few people under 35 have registered.

The first survey: Appointments & privacy

1. As explained at the last meeting a pilot test of this was organised, and 9 members of the PPG helped by trying to complete the survey on line. So far the only glitch was reported by Jane Hanlon. This was sorted, and last Saturday an email was sent to everyone who at that date had completed the registration survey.
2. Further invitations to complete the survey will be sent out as new members register with the v-PRG.
3. As of this evening over 85 registered v-PRG members have completed the survey.
4. A reminder message will be sent out in early January.
5. The survey will remain open until mid January, when the data it has collected will download ready for analysis.

6. The summary of the analysis and proposals from the surgery detailing the changes that are proposed will be published on the website toward the end of January.

It was noted that Jane has been working with Toni Fisher from Whaddon Medical Centre and they are in the process of contacting local primary schools to request that a letter be placed in book bags etc informing parents of the virtual patient reference groups being set up in MK. Work has already been undertaken with local sixth forms and colleges and also the Brook Advisory Clinic.

GP Update

Clinical Commissioning Group

Dr Staten gave us an update on the present position. The 2 consortia have now joined and are called MK Commissioning. Things had been held up due to the amalgamation of the 2 groups but now there is a Transition Board with half membership from each Board who are taking forward all projects. There will be elections for a Chairman and 6 Directors in the New Year to work alongside the elected Practice Manager and PPG representatives ready for April 2012 when they take over the shadow budgets.

Practice Update

Jane informed us of 2 staff changes, firstly Trish has commenced as a receptionist and Chloe has moved on.

Jane also reported that Bonnie is making good progress with MK Bones and it is now a registered company.

Patient Representation Report

Michael informed us that he, together with Gordon, attended a Clinical Commissioning Group meeting on 17th November 2011. It was stated that the former Premier MK Board had now ceased to exist and the new name proposed for the CCG is MK Commissioning. This name is subject to final NHS approval. Milton Keynes Practice Managers are now represented by Kim Foy-Olowu from Milton Keynes Village Practice. It was adopted by the Board to have one representative from MK LINK and one from a newly formed Patient Congress. The Patients' Congress will have one representative from each Practice PPG attending with support and help from Practice Managers. The next MK Commissioning meeting is on 15th December 2011.

Any Other Business

Date of Next Meetings

Core Group Meeting Tuesday, 3rd January 2012 at 12.30 pm

PPG Meeting Monday, 9th January at 6.15 pm

(3.1.12)